FAQ

Q: When will this change take effect?
A: First Student will start providing bus transportation services for SCS on Friday, July 16, 2021. This means Summer Learning Academy (SLA) students will see First Students buses at their bus stop starting the morning of Friday, July 16, 2021.

Q: What changes will students experience?
A: First Student is replacing the district’s entire fleet of buses. SCS students will be riding brand new, state-of-the-art school buses equipped with the latest technology. All 373 buses will have air conditioning, GPS tracking systems, six cameras and flashing LED stop arms with 8-way warning lights, exceeding Tennessee state specifications for yellow school buses.

Q: What should I do if my child’s bus is late for pick-up or drop-off?
A: If there is more than a 5-minute delay in picking up or dropping off, contact SCS Transportation, 901-416-6077 or scstransportation@scsk12.org and/or your child’s school. A single delay for any reason along a route leads to delays for all additional stops and routes. Buses may be delayed for several reasons, including but not limited to construction, traffic delays, weather, mechanical issues, and students boarding the wrong buses.

Q: Where can I learn more about First Student?
A: First Student has partnered with school districts for more than a century to deliver tailored student transportation solutions. The company is the most chosen student transportation provider in North America. Visit www.firststudentinc.com for more information.

“Safe, reliable transportation is critical to our mission to educate, empower and inspire our students,” said Shelby County Schools Superintendent Dr. Joris M. Ray. “We are confident First Student will deliver the high-quality transportation services we expect, so our students arrive at school on time and ready to learn.”